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217959

Judith A. Riley, J.D.

5909 Northwest Expressway, Suite 101  
Oklahoma City, OK 73132

July 15, 2009

2003-297-C  
2004 211-C

VIA EXPRESS MAIL

Public Service Commission of  
South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210  
(803) 896-5125

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PUBLIC SERVICE  
COMMISSION

RE: Service Quality Report – 2<sup>nd</sup> Quarter 2009

Attached please find the 2nd Quarter 2009 Service Quality Report for the following named telecommunications providers.

EveryCall Communications, Inc.  
Tennessee Telephone Service, LLC  
d/b/a Freedom Communications USA, LLC

If you need further information, or if you have questions, please contact me at (405 )755-8177 ext. 25, or by email at [amckay@telecompliance.net](mailto:amckay@telecompliance.net)

Sincerely,

A handwritten signature in cursive script, appearing to read "Alicia G. McKay", with a long horizontal flourish extending to the right.

Alicia G. McKay  
Regulatory Agent

Enclosure

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME EveryCall Communications, Inc.  
QUARTER / YEAR 2nd / 2009

Month:	APR	MAY	JUN
Number of Customer Access Lines	<u>797</u>	<u>797</u>	<u>1027</u>
Trouble Reports / Access Line (%)	<u>1%</u>	<u>1%</u>	<u>1%</u>
Customer Out of Service Clearing Times (%)	<u>86%</u>	<u>87%</u>	<u>85%</u>
New Installs Completed w/in 5 Days (%)	<u>95%</u>	<u>95%</u>	<u>97%</u>
Commitments Fulfilled (%)	<u>96%</u>	<u>95%</u>	<u>97%</u>

Comments / Explanations: \_\_\_\_\_  
\_\_\_\_\_

Person Making Report / Contact Information: Jon Seger

225-252-3332, seger@everycall.com

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